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# Example of Tech Support Job Description

Our growing company is looking to fill the role of tech support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for tech support

* Accurately documenting details of conversation into data base
* This position will not supervise employees
* Support for Avaya voice system by setting up extensions, voicemail, call schedules
* Receiving calls from customer needing assistance with product
* Assisting them with hardware and software assistance
* Troubleshoot with callers identifying issues they are facing
* Provide excellent customer service and work with each caller to identify issues they may be experiencing
* Accurately entering information into Salesforce system
* Being organized and efficient
* Installs, configures and troubleshoots Windows operating systems and applications

## Qualifications for tech support

* Great work ethic and punctual
* High School Diploma, College experience preferred
* A safety first attitude
* Existing clearance or have the ability to obtain a DoD Secret Clearance
* 2 – 5 years of experience in an R&M environment with technical equipment
* Diagnose cause of mechanical malfunction or failure of operational equipment, and perform preventative and corrective maintenance